

System developers: Troubleshooting for the USI Registry System

This document troubleshoots through some of the common errors that you may experience when integrating a Student Management System (SMS) with the USI Registry System.

For further assistance email IT@usi.gov.au.

DotNET Framework

Organisations experiencing problems with specific machines may resolve the machine issue by having dotNET Framework reinstalled (and/or upgraded from 4.0 to 4.5 on machines that won't connect).

Organisation was not verified as an authorised body/organisation in the system

The error indicates the organisation has not requested access to the USI Registry System using Web Services or if access has been requested, the application has not yet been processed.

A request for access via Web Services and accepting terms and conditions is a mandatory requirement. Refer the organisation to complete and submit a [System Access Request](#).

An error occurred when verifying security for the message

In the USI request, all the EncryptedData elements (including the EncryptedAssertion element) need to appear before all instances of the Signature element.

Some developers have resolved the issue by changing the order of the classpath parameters for the java execution.

ID3242: The security token could not be authenticated or authorised

ATO MAS gateway does not authenticate using a username/password model. It uses a certificate. If a developer uses the svcutil tool against the endpoint they will generate a config file which shows the bindings expected. They should see that a certificate is required, not a password.

Unknown KeyStore exception – 4699

For applications developed in .Net using IIS manager. In IIS Applications Pool -> Advanced Settings:- changing the setting 'Load User Profile' to true solved problems for some users.

If not using .Net/IIS manager, this solution (amending local settings) may be something that can be investigated.

The relying party specified in the 'Applies to' element is not recognised. Event Code [E2044]

This error is encountered when code has been migrated from the test environment into the production environment. To resolve this, remove:

- any references to the 3PT realm in the 'Applies To' element of the request to the production Security Token Service (STS) at VANGUARD
- any testing references (for example '3PT' or 'third party') from all endpoint production URLs.

Could not establish trust relationship for the SSL/TLS secure channel with authority 'authentication.softwareauthorisations.ato.gov.au'

TLS protocol 1.2 is the minimum version supported in the USI Registry System. Check whether a 2003 server that is not compatible with USI Web Services is being used.

Test credential has expired

Send a request for an updated credential file to IT@usi.gov.au.

How to test system connectivity with the USI

Submit a [USI Developer kit request](#) to register for Web Services testing.

Error 3458

This error code will appear when you attempt to connect using an outdated version of web services. If you are a:

- System developer: Use the [USI Developer kit request](#) to request the latest version of the Developer Kit to upgrade web services.
- Education or training provider: Ask your Student Management System developer to upgrade their software to Web Services Version 5. Organisations can still log in to the [Organisation portal](#) while their software is being upgraded.